

## Shipping and Delivery

Thank you for your interest in my artwork! Below you will find information about my shipping policy to ensure that your order arrives safely and on time.

### Processing Time

Upon receipt of your order, I will make every effort to process it as quickly as possible. Please note that as an artist, I often work by hand, so it may take some time for the artwork to be ready for shipment. The estimated processing time is stated on the product page of the artwork.

### Shipping

I ship my artwork to various locations worldwide. For shipping, I utilize reputable courier services to ensure that your order is safely and securely packaged. Each shipment is carefully inspected and secured to prevent damage during transportation.

### Shipping Costs

Shipping costs are dependent on the destination of your order and the dimensions of the artwork. During checkout, you will see the shipping costs specific to your order. I strive to charge fair and reasonable shipping fees, covering only the actual costs incurred.

### Customs and Import Duties

Please be aware that for international orders, customs fees and import duties may apply depending on the destination country. These charges are the responsibility of the buyer. I cannot predict the amount of these fees as they vary by country. Please consult your country's customs authorities for more information on any additional costs.

### Tracking Your Order

Once your order has been shipped, you will receive an email with a tracking number that allows you to monitor the progress of your package. This enables you to view the estimated delivery date and the status of your order. Please note that it may take some time for the tracking number to become active after receiving the shipping confirmation.

### Damaged or Lost Shipments

In the event that the artwork is damaged upon arrival, please contact me within 5 days of receipt. To process the insurance claim, it is important that you have photos of both the damaged artwork itself and the outer packaging as well as the inner packaging. These photos are necessary for the insurance and will assist us in assessing the issue and finding an appropriate solution. Please ensure that the photos clearly depict the nature and extent of the damage. Upon receiving the photos, we will promptly investigate the matter and work with you to find a suitable resolution, such as a refund, replacement, or repair of the damaged artwork.

### Returns and Refunds

Due to the nature of my artwork, I generally do not accept returns unless the artwork is significantly different from the description. If you believe there is an issue with your order, please contact me within 5 days of receiving the artwork to discuss the matter. Refunds or exchanges will be considered on a case-by-case basis.

